

NORMAL SERVICE	99.6	%		Service Name: Campus Solutions Date: July 2014 Comments: 28 July - unscheduled interruption to service: CAS implementation into Campus Solutions (RFC # in May) may have hit a time or sys usage level. This led to live webserver trying to connect to a downed application server, preventing logins. Webserver config files were amended pointing to the live app servers to allow resumption of service																							
SCHEDULED ADVERTISED OUTAGE		%																									
UNSCHEDULED OUTAGE	0.4	%																									
PARTIAL OUTAGE		%																									
INTERMITTENT OUTAGE		%																									
PERFORMANCE ISSUES		%																									
DEPENDENCY FAIL		%																									
TOTAL INCL ALL OUTAGES	99.6	%																									
TOTAL EXCL SCHEDULED OUTAGES	99.6	%																									
Durations to be noted below in minutes																											
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